

Activity Report

July - September 2023



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

Tenant scrutiny group, walkabouts & partnership working

‘My Voice Counts’ tenant Scrutiny Group update

Our scrutiny group met for the second time on the 13th September where we welcomed two members who were unable to attend in May. We have also recruited a new member. A young tenant whose experience includes membership and Chairperson duties with the Scottish Youth Parliament. We received apologies from some members however, they all gave legitimate reasons for not attending which highlights their continued interest in involvement. Two of the members unable to attend have since attended catch up sessions with the Customer Participation Officer. The meeting agenda focussed on reviewing feedback to the questionnaire all members completed during meeting one and it was agreed meetings would be held four times a year. The group also reviewed an information pack with content which will aid their understanding of scrutiny, including the Scottish Social Housing Charter.

Other areas focussed on during the meeting was future learning and training, building relationships with staff and other tenant members along with joint training opportunities with NETRALT partners. All tenants were happy with progress and that training with TPAS Scotland and NETRALT will be arranged as soon as practical. Another item discussed was the possibility of tenants working toward the TPAS Tenant Participation Certificate. Two members are interested with the course starting in January 2024.

Neighbourhood walkabouts

All walkabouts planned for the previous quarter have been completed with both staff and tenants in good attendance. Action lists continue to be developed, updated and published online so tenants are aware of progress relating to on-going issues. The rolling schedule to monitor progress at Charlotte Gardens continued with the most recent walkabout completed on 11th October 2023. The next will take place in either January or February. The date will be dependent on weather and staff availability with tenants informed in plenty of time.

Next walkabout will take place on:

➤ **30th October** – Langstane Place, Elgin

Aberdeenshire Council will be engaging with their Aberchirder community and have invited Langstane to attend a walkabout in November. Date to be confirmed as soon as soon.

Partnership working

NETRALT and the Northern Tenant Partnership (NTP) completed an interactive virtual engagement event on 15th September. The event was hosted by landlords, tenants and community members from across the North East and Highlands & Islands. It was an extremely successful event with more than 30 people attending. George Walker, Chairperson of the SHR delivered the opening speech and presentations and discussions were undertaken on a range of topics including Community Growing Initiatives, Partnership Working, Scrutiny, Participatory Budgeting and Regional Networks. It concluded with a quiz with £100 voucher being won by an Aberdeen City Council tenant. Feedback received after the event was positive and will help planning of future events. The prize was funded by NETRALT.

NETRALT continues to meet face-to-face with hybrid options and landlords host meetings on a rota basis. The AGM was held on 7th September with LHA staff member continuing to hold position as Treasurer. Next meeting on 2nd November will be hosted by Aberdeenshire Council at Buchan House. Three Langstane tenants have been attending and are happy to travel to take part. NETRALT members are enthusiastic to arrange joint scrutiny training and development of a scrutiny information pack. Lesley Baird consultancy delighted to arrange training either late 2023 or early 2024. More information to be made available as these activities develop. Langstane is also part of creating links with Inchgarth Community Centre which we are all keen to utilise for focus group meetings and the possibility of a joint tenant registered tenant group with Castlehill Housing Association and Aberdeen City Council. First joint meeting was held with Aberdeen City Council, Langstane HA and Paul O’Connor MBE on 12th October at the community center. Paul is pleased to help and have housing staff on site and engaging with the local community.

Telephony

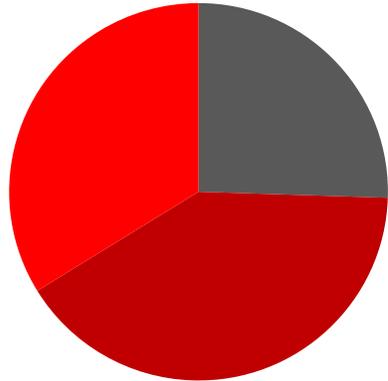
- 5238 calls in in Q1, we answered 4731 giving us an abandonment rate of **9.66%**.
- This is an average of **85** calls per day.
- Busiest time was between 0900-1000 and busiest day was a Monday.
- **100%** for our internal call QA.
- Average wait time **1minute 28seconds**.
- We took **1358** repairs calls and raised **1305** orders.
- We took **470** applications calls and did **26** new paper or telephone applications.
- **586** rent calls were answered, and we took **387** rent payments.
- **2317** calls came into the 'other enquiries line and we raised **163** ASB cases.
- In Q1 we raised **835** call backs for other operational teams.

Engagement

Website

▶ A total of **94,919** visits were made to the website during this period. See below for a breakdown of our most popular pages.

Views



- Report a repair
- Available properties
- Apply for a home

Your Voice Counts

▶ **410** members on the Register of Interested Tenants, a decrease of **12** from previous quarter.

▶ This represents **18%** of our current tenants.

Facebook

▶ We received **2,646 interactions** on Facebook during this quarter.

▶ We received **22 messages** from customers via Facebook.

▶ We published **16 posts** with the post who reached the most people being the announcement **'We're Hiring'**. Post reached 2,580 people. It achieved 14 shares, 10 likes and 1 comment.

▶ We have **1,974** followers.

Publications

▶ Summer News 2023 was published in early August.

▶ Working on Annual Performance Report 2023, in Ash Reid's absence for publication in October 2023.

▶ Planning content for Winter News 2023 for publication in December 2023.

Areas of Focus for Quarter 3:

Consultations

- ▶ We will be consulting with our Reader Panel and sending out the Rate the Report 2023 survey regarding our Annual Performance Report 2023.

Inbound Telephony

- ▶ Focus on maintaining <10% abandonment rate.
- ▶ Maintain our internal QA pass rate and increase the number of 'green' calls.
- ▶ Maintain our call waiting time at <90 seconds.

Engagement

- ▶ Arrange training session with TPAS Scotland for our next scrutiny group meeting.
- ▶ Working on developing our scrutiny framework and making staff aware of what activities we are undertaking with our tenants.
- ▶ Planning possible Christmas event for our involved tenants to say thank you for their involvement throughout the year.
- ▶ Continue with community walkabouts on various schemes across Aberdeen City, Aberdeenshire and Moray.
- ▶ Support tenants who are interested to register and prepare for the TPAS TP certificate starting in January 2024.
- ▶ Work with Moray Council to plan spring Conversation Café sessions to encourage engagement with Moray tenants.
- ▶ Planning a review of Interested Tenant panels to ensure we are communicating with genuinely interested tenants. Taking a qualitative look at our register as opposed to quantitative.
- ▶ Working to rejuvenate our Digital Champion project.